

Chapter 5 -- Client Education and Counseling

Policy 5000:	Client Rights
Policy 5100:	Client Education/Counseling

Policy 5000 Client Rights

This policy applies to all local agencies.

Non-discrimination	Local agencies must provide services in a manner that protects the dignity of the individual and is without regard to religion, race, color, national origin, creed, disability, gender, number of pregnancies, marital status, age, contraceptive preference, or sexual orientation. (42CFR59.5 (a) 3,4 (Governor's Executive Order 91-06) (FPRH)
Voluntary Participation	Individuals must not be coerced to receive services or to use or not use any particular method of family planning. Acceptance of family planning services must not be a prerequisite to eligibility for, or receipt of, any other service, or assistance from, or participation in, any other programs. CFR 59.5(a)(2). (Program Guidelines: 5.1, RCW 9.02.100).
Confidential Services	Local agency staff must assure client confidentiality and provide safeguards for individuals against the invasion of personal privacy. Personal information obtained by local agency staff must not be given to anyone without written client consent, except as required by law or as necessary to provide services. (Program Guidelines: 5.2, RCW 70.02.050).
Minors Parental Consent	<p>A minor who is 14 years of age or older may consent to testing and treatment for STD and HIV without prior consent of parent or legal guardian. (RCW 70.24.110)</p> <p>(See Policy 6480 – Adolescent Services)</p> <p>Reproductive health care and birth control can be obtained at any age. (RCW: 9.02.100 – Reproductive Privacy)</p> <p>Written consent is not required from parents or guardians for the provision of services to minors. (Program Guidelines: 8.7)</p>
Research	Local agencies must notify FPRH in writing of any clinical or sociological research they plan to conduct involving clients served with either state or federal funds. Local agencies must comply with all state and federal policies regarding the protection of human subjects. (Program Guidelines: 5.5)
Related References:	<p>Chapter 26.28 RCW, Age of Majority</p> <p>WAC 388-04, Protection of Human Research Subjects</p>

Effective Date December, 2004

Approved By _____

Policy 5100**Client Education and Counseling**

This policy applies to all local agencies.

Local agencies must provide education and counseling to assist each client in reaching an informed decision regarding contraceptive methods and services.

Written Plan

Local agencies must have a written plan for client education to ensure consistency and accuracy of information provided by clinical staff.

Documentation

Client education and counseling must be documented in the medical record. (Program Guidelines 8.1)

Culturally Competent Education & Counseling

Education and counseling should be presented in an unbiased and culturally sensitive manner that is appropriate to client's:

- Knowledge
- Age
- Language
- Socio-cultural background.

(Program Guidelines: 8.1)

Client Centered Education

Local agencies must provide client-centered education.

Local agencies must provide educational services that give clients the information needed to:

- Make informed decisions about family planning
- Use specific methods of contraception and identify adverse effects
- Perform breast/testicular self-examination
- Reduce risk of transmission of STD and HIV
- Understand the importance of recommended screening tests and other procedures involved in the family planning visit.

(Program Guidelines: 8.1)

Client Education

Clients should be offered information about the following as appropriate during clinic visits:

- Basic female and male reproductive anatomy and physiology
- Contraceptive methods, including risks and benefits of each method
- Reproductive health issues
- Health promotion and disease prevention topics including sexually transmitted infections, nutrition, exercise, smoking cessation, alcohol and drug use, intimate partner/family violence and sexual abuse and family involvement for minors. (Program Guidelines 8.1, FPRH)

Chapter 5

Other Information & Education

Local agencies may provide clients with information and education on a variety of other topics, either on site or by referral, including:

- Nutrition, including folic acid supplementation
- Genetics
- Sexual problems
- Current or future pregnancies.

(FPRH)

Clients will be advised of the legal responsibilities of clinic staff to report suspected child maltreatment and/or sexual abuse according to state laws. (Program Guidelines 8.1, 8.7, 9.3; Chapter 9.68A RCW; Chapter 9.44 RCW; OPA Program Instruction memo 06-01)

Qualifications for Educators & Counselors

Local agency staff who provide education and counseling to clients must be:

- Knowledgeable about contraceptive methods and reproductive health issues
- Able to provide accurate information regarding the benefits, risks, safety, effectiveness, potential side effects, complications, discontinuation issues and danger signs of discontinuation issues, and danger signs of various contraceptive methods
- Objective
- Non-judgmental
- Able to put the client at ease discussing personal matters
- Sensitive to the rights of clients and differences of individual clients
- Culturally competent.

(Program Guidelines: 8.2) (FPRH)

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